



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Schuyler, Inc.
for quarter ending September 30, 2008

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	4.61	5.15	3.75	4.50
B. Operator Answer Time - Information [730.510(a)(1)]	5.15	4.82	4.77	4.91
C. Repair Office Answer Time [730.510(b)(1)]	118.00 *	119.00 *	97.00 *	111.33 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	185.00 *	204.00 *	186.00 *	191.67 *
E. Percent of Service Installations [730.540(a)]	93.75%	98.04%	98.41%	96.73%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	85.00% *	92.31% *	95.45%	90.92% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.00	0.70	1.20	0.97
H. Percent Repeat Trouble Reports [730.545(c)]	4.00%	0.00%	3.00%	2.90%
I. Percent of Installation Trouble Reports [730.545(f)]	6.25%	5.88%	0.00%	4.04%
J. Missed Repair Appointments [730.545(h)]	2	1	2	2
K. Missed Installation Appointments [730.540(d)]	3	1	1	2

Comments



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